

A caregiver in a dark blue uniform with yellow accents is assisting an elderly person in a wheelchair. They are outdoors, standing in front of a dense green hedge. The caregiver is leaning forward, holding the wheelchair's handle, while the elderly person looks up at the foliage. The wheelchair has a '250ability' label on the backrest.

2023

CSR REPORT QUARTER ONE



MILLENNIUM
CARE

Millennium Care Uk, Chorley
Road, Standish, WN1 2XN.
01257 827082

www.millennium-care.co.uk
info@millennium-care.co.uk



2023

1ST QUARTER REPORT

A huge focus for Millennium Care in 2023 is its CSR.

Throughout the year Millennium will be trying to have an impact locally, whether that is through supportive donations, staff initiatives, developing in-house policies which affect the wider community or providing additional opportunities to local organisations and their beneficiaries.

OVER £2,250 WAS
AWARDED TO CHARITABLE
CAUSES

JANUARY

At the start of the year Millennium and the team at Lakeside Care Home visited Standish's My Life – an organisation that connects people with their communities – residents delivered 60 sustainable and locally sourced gift boxes, created by A Good Day.

The boxes were distributed to My Life's beneficiaries while residents from Lakeside Care Home got an opportunity to visit the charity's centre, meet staff, people they support and several animals they care for. The charity and Lakeside have plans to build on the partnership.

One of Millennium's homes, Worthington Lake, kickstarted their Wellness at Worthington campaign. The initiative focuses on improving mental wellness, it is designed for both residents and staff.

Since starting, staff now take part in short daily exercise classes, weekly nature walks with residents and the home has introduced a 'time-out' system giving staff the chance to step back into a fantastic new space which is designated for wellness therapy and tranquillity.



Jodie Crompton, Operations Manager at My Life

“We are very passionate about connecting with the community and creating opportunities for people to help reduce isolation and loneliness, we are looking forward to connecting with Millennium Care's homes and planning future events offering inclusion and purpose for many people who may not ordinarily have the opportunities - together we are better!”

8 ORGANISATIONS SUPPORTED

Already in 2023, Millennium Care UK has successfully supported various local organisations across the North West including Fur Clemt, A Good Day, My Life, The Brick Project, Blackburn Royal Hospital End of Life and Bereavement Team, Wigan St Jude's, Greater Manchester Social Care Learning Environments Group and Francis House Children's Hospice.



Left: Lavender Hills residents visiting Blackburn Royal Hospital End of Life and Bereavement Team to drop off 30 handmade crochet hearts for patients and families.

Centre: Lakeside donated to The Brick Project, a growing charity that supports people who are homeless, in poverty or facing debt crisis.

Right: Norley Hall has connected with Fur Clemt, a charity supporting food poverty, and is now providing monthly donations to support their beneficiaries.

FEBRUARY

Through Norley Hall, Millennium has committed to supporting a Wigan-based charity, Fur Clemt, for the next 12 months. Fur Clemt tackles food poverty in Wigan and Norley will be sending monthly food parcels to the organisation for its clients to benefit from.

The order will be reviewed monthly to ensure the deliveries have maximum impact.




Lavender Hills Care Home has introduced a staff food and toiletry cupboard to support the cost-of-living crisis. Staff can take home, anonymously, toiletries and non-perishables to help them cut down costs. The cupboard will be re-stocked weekly.

Stacey Astin, Home Manager at Lavender Hills

"I came up with this idea after recognising the economic crisis we live in, I wanted to do something for our staff to help support them in any way we can. I feel our staff are fundamental to everything that we do at Lavender and I always want them to feel we have their best interest at heart.


"We're one big family and small gestures can make a big difference, I want to make sure we can show that we care."

Continues on page 7.

A full-page background image showing a man in a dark jacket and trousers standing on a stone cairn on a mountain peak. He has his arms outstretched, leaning against the cairn. The sky is filled with dramatic, colorful clouds in shades of blue, orange, and white, suggesting a sunset or sunrise. In the background, there are rolling hills and mountains, some with patches of snow. The foreground is rocky and uneven.

In line with our commitment to CSR, we want to support the Alzheimer's Society, we are tackling the Three Peaks Challenge to raise funds for their amazing work!

We will be taking on Snowdon in Wales on the 9th of May, Scafell Pike in England on the 6th of June, and Ben Nevis in Scotland on the 20th of July.



Close to our hearts, the Alzheimer's Society is transforming the landscape of dementia forever. Until the day they find a cure, they will create a society where those affected by dementia are supported and accepted, able to live in their community without fear or prejudice.

Alzheimer's affects many of our residents and it is important for us to work for something on their behalf!

Lakeside Care Home connected with The Brick, a charity in Wigan that supports poverty and homelessness. Staff rallied together and donated clothes, blankets, tinned food and toiletries.



The home also introduced a new award to boost morale at the home, 'The Unsung Hero of the Month Award', a way to thank the staff that have gone above and beyond.



MARCH

Led by Lavender Hills' Activity Coordinator, residents helped to crochet 30 packs of end-of-life hearts for patients and their families at Blackburn Royal Hospital following an appeal from the End of Life and Bereavement Team.



Liz Kyme, Activity Coordinator at Lavender Hills

“I do a lot of crocheting at home and was approached by my friend who works at the hospital. I thought it would be great to get our residents involved and they loved it!

“Not only has it kept us busy but it’s for a great cause, we hope these little acts of kindness can provide people with some comfort for years to come.”

2 STAFF SUPPORT SCHEMES INTRODUCED

3 LONG-TERM COMMITMENTS

Millennium has committed to supporting a newly found girl's rugby team by purchasing 20 kits for Wigan St Jude's as they make the sport more inclusive across the region.

Worthington Lake Care Home continue to provide monthly rewards and recognition to its staff members.



Kim Jones, Home Manager at
Worthington Lake Care Home

"I believe it's important to show our staff that we appreciate everything they do for us here at Worthington Lake. The support they give our residents is unmatched and I have full confidence in my team. and I have full confidence in my team.

"They go the extra mile each day and I want to say thanks."



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